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Recovery & Handling Q&A

Forgetting your place/point

- You will survive – don't panic!
- Move on – don't dwell on it
- Call it out – use humor

Interruptions

- Anticipate people sticking their head in the room / walking in late
- Cell phones – make sure yours is silenced!
- Wait – don't try to talk over the interruption

Coughing

- Be prepared and have water handy
- Wait for it to subside before moving on

Best Practices for Q&A

- Be prepared and anticipate questions beforehand.
- Set the expectation that you'll take questions after the presentation. When finished speaking ask, "Who has the first question?"
- Really listen to the whole question – don't jump in and cut the questioner off.
- Paraphrase the question back before answering to ensure that you understand.
- Separate multi-part questions.
- Answer to the group, not just the questioner.
- Establish a questioner batting order if there are multiple questions.